The Transit Store
is your one-stop center for the region's public transportation.

THE TRANSIT STORE

102 Broadway (at First Avenue), San Diego
102 Broadway (esquina de avenida 1st), San Diego
Monday through Friday 9:00 a.m. to 5:00 p.m.
lunes a viernes 9:00 a.m. a 5:00 p.m.
Saturday–Sunday closed
sábado a domingo cerrado

Telephone Directory

MTS Access Reservations, Cancellations, and Information:
Phone **1-888-517-9627**
TTY/TTD **1-800-568-7097**

ADA Suburban Paratransit:
Phone **1-800-921-9664**
TTY/TTD **1-800-568-7097**

ADA Certification
Toll Free ADARide.com:
Phone **1-877-232-7433**
TTY/TTD **1-310-410-0985**

North County LIFT:
Phone **1-760-726-1111**

To book a trip here when you are out of town:
Phone **619-440-1215**

MTS Access/ ADA Suburban Rider's Guide

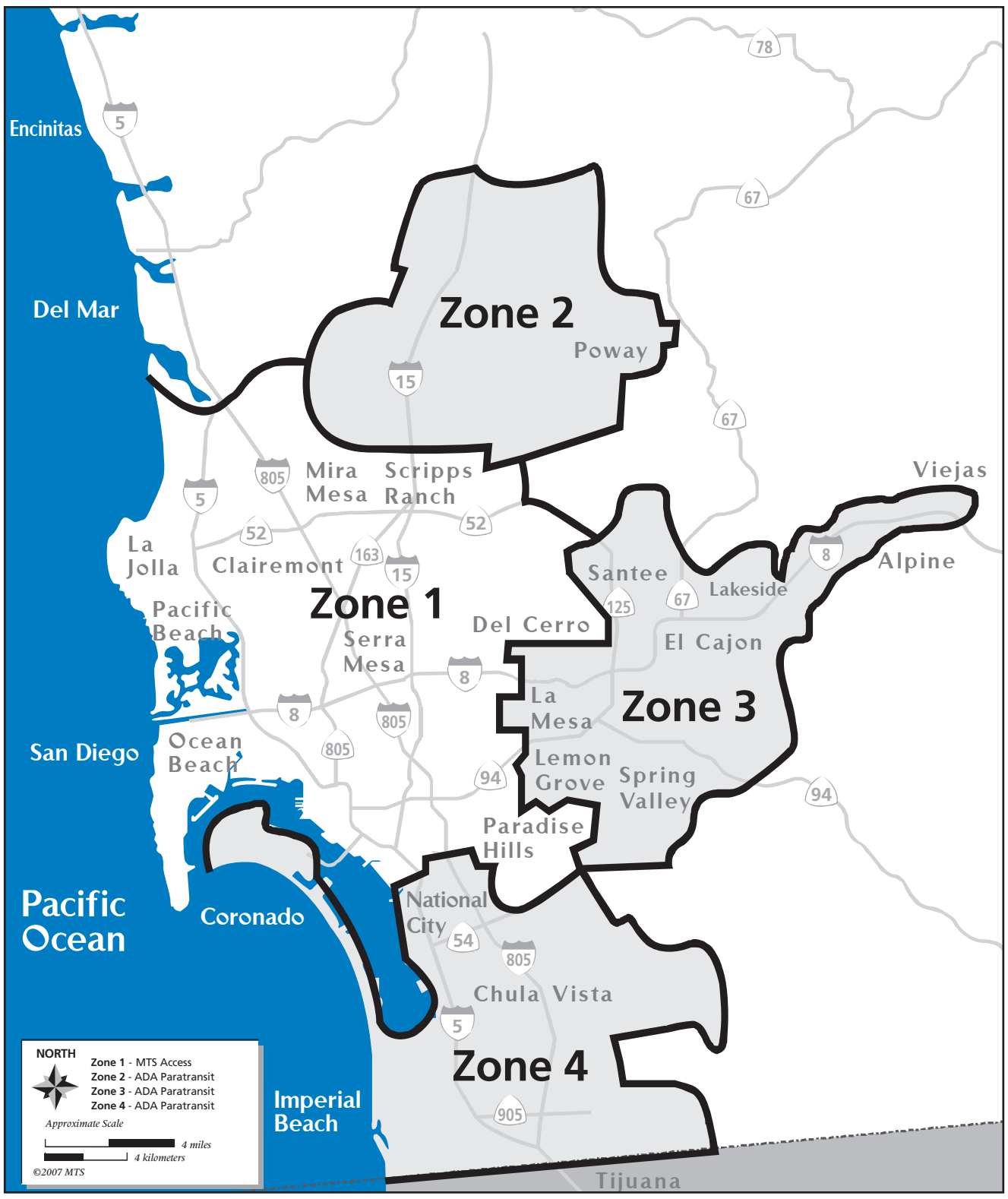
A transportation service for people with disabilities

URBAN
- **Central San Diego** – Zone 1

SUBURBAN
- **Mid-City** – Zone 2
- **East County** – Zone 3
- **South Bay** – Zone 4

May 2009

Metropolitan Transit System



Service Areas

There are four service area zones in San Diego.

(Zone 1)
- Del Cerro
- Downtown
- La Jolla
- Mira Mesa
- Mt. Hope
- North Park
- Oak Park
- Ocean Beach
- Pacific Beach
- Paradise Hills
- Scripps Ranch
- Serra Mesa
- Skyline
- Tierrasanta

(Zone 2)
- Carmel Mountain
- Poway
- Rancho Bernardo
- Sabre Springs

(Zone 3)
- Alpine
- Casa De Oro
- El Cajon
- La Mesa
- Lakeside
- Lemon Grove
- Rancho San Diego
- Santee
- Spring Valley

(Zone 4)
- Chula Vista
- Coronado
- Imperial Beach
- National City
- Otay Mesa
- Palm City

ADA visitors to San Diego are welcome on MTS Access and ADA Suburban Paratransit

If you are visiting the San Diego area and use ADA paratransit where you live, you may also enjoy the benefit of MTS Access and ADA Suburban Paratransit service.

Simply call toll free **1-877-232-7433 (TTY/TDD 1-310-410-0985)** to be added to our client list. We will require some basic information and any documentation of your hometown ADA certification would be helpful. If the certification documents are unavailable from the passenger's home transit agency, then the passenger may demonstrate proof of their disability by providing a letter from their Doctor.

Visitor certification is valid for up to 21 days of travel in any one-year period. Please call **1-877-232-7433** for more information.

MTS Access and ADA Suburban Paratransit Service Information

What Services Are Provided?

1. Metropolitan Transit System (MTS) Access is a lift-equipped, curb-to-curb paratransit service operating in compliance with the Americans with Disabilities Act (ADA). It is designed for transit riders with disabilities that prevent them from using regular bus or trolley services in Zone 1.
2. ADA Suburban Paratransit will provide travel service in Zones 2, 3 and 4. Passengers may be required to transfer to another vehicle for interzonal travel just as you would transfer on the MTS bus and trolley network of services.

Our Access and Suburban Paratransit operations provide services to the same areas during the same days and hours of service that the MTS fixed route and trolley operate (see the Where and When section).

Both the rider and trip plan must be eligible before a reservation can be made. For the rider, this means that they must be personally certified to use these services due to a disability that prevents them from using our bus or trolley services. For the trip, both the origin and destination of the trip you wish to make must be within 3/4 mile of an operating fixed bus route or trolley station.

Fares

URBAN

(Zone 1)

MTS Access (888) 517-9627	$4.50 (One-Way)

SUBURBAN

Suburban ADA Paratransit (800) 921-9664	$4.50 (One-Way)

(Zone 2) Mid City
(Zone 3) East County
(Zone 4) South Bay

To make fare payment easier, you can buy a $45.00 10-pack ticket book in advance at:

The Transit Store
102 Broadway (at First Avenue)
Downtown San Diego
(619) 234-1060

The Transit Store accepts cash, checks, money orders, traveler's checks, as well as Visa and Master Card credit cards.

If you prefer, you may also order your prepaid ticket booklets through the mail. Send a check or money order for the amount of booklets you would like, payable to SANDAG, to:

San Diego Association of Governments
Attn: Pass Sales
401 B Street, Suite 800
San Diego, CA 92101-4231

Tips for Riding MTS Access and ADA Suburban

- Our primary concern is passenger safety and comfort. Our drivers are required to remain with the vehicle and cannot help passengers to or from the vehicle, or assist with packages. We cannot leave the vehicle unattended.
- Since space onboard our vehicles is limited, please limit yourself to the number of packages you can carry.
- Just like the bus and trolley, MTS Access and ADA Suburban vehicles operate on a schedule. The vehicle may show up 5 minutes prior to or 10 minutes after your scheduled time. Our drivers will wait three minutes and drive on if the passenger has not arrived at the pick-up location. We can't delay other passengers by waiting for anyone.
- Trips are independently booked between MTS Access, ADA Suburban, and North County Transit District (NCTD) LIFT. Therefore, you may be dropped off and left unattended at a designated transfer point before your scheduled pick-up time on the other service. Per our curb-to-curb standard, drivers cannot wait with passengers for the next vehicle to arrive.
- If you require assistance beyond the service level provided under the curb-to-curb standard, you may be certified to travel with a Personal Care Attendant (PCA). PCAs may ride with you free of charge.
- When booking your reservation, you may also reserve a space for one companion, that can be anyone (certified or not) that you choose to bring with you. Additional companions may ride on a space available basis.
- Subscription Service – For passengers with a regular travel pattern (the same trip on multiple days), subscription service is available on a limited basis. These trips are authorized in the event that scheduling determines that they make operational sense and they don't impact the ability of the service to comply with the ADA §37.133. **Only a very limited number of subscription trips are available.** Please call us for more details.
- Passengers using service animals or traveling with a respirator or portable oxygen supply are welcome on these services.

Customer Service/Resources

Please let us know if we fail to meet your expectations (you can also let us know when we exceed them). You may contact MTS Access at 1-888-517-9627 or ADA Suburban at 1-800-921-9664 to discuss any matters related to these services.

If you are not satisfied with the resolution of your concern by the customer service manager, you may have your issue addressed by the Metropolitan Transit System, which oversees both MTS Access and Suburban Paratransit. Please document all details of your area of concern and send to:

MTS Access Services
Contract Services (MMO)
100 16th Street
San Diego, CA 92101-7490

The Access and Suburban Paratransit providers participate in the Accessible Services Advisory Committee (ASAC) which is comprised of transit operators, transit consumers, and disability advocacy organizations. Quarterly meetings are held in downtown San Diego to address the transit needs and concerns of the disabled community. For more information or a meeting schedule, please call 1-619-231-1466.

Call Early If You Have to Cancel

If your travel plans change, we request that you call in a cancellation by 5:00 p.m. the afternoon before your arranged pick-up. If we don't receive a cancellation call, you will be charged the regular fare price for the missed trip ("no-show").

If we receive your cancellation call after 5:00 p.m., the afternoon before the scheduled trip, it will be noted as a "late cancellation." Because the service we provide is so important to so many people, we must enforce a suspension policy for abuse of our service. Any passenger who has three no-shows or late cancellations within a 30-day period will be suspended from using these services for two weeks. Please call us if you would like a copy of our no-show/late cancellation policy.

Reservations

To schedule a ride, call 1-888-517-9627 for MTS Access, or 1-800-921-9664 for ADA Suburban, any day between 8:00 a.m. and 5:00 p.m. (TTY/TDD: 1-800-568-7097).

Reservations are accepted from two days in advance up to 5:00 p.m. the day before travel. For example, if you want to travel on a Monday, you can call to schedule your trip from 8:00 a.m. on Saturday up to 5:00 p.m. on Sunday. Be ready to provide name, pick-up address, when you would like to travel, your destination address, and if/when you would like to book a return trip.

Your reserved pick-up time will be within one hour of your request. Ride times are variable and can be as long as 60-90 minutes (depending on distance), so please keep this in mind when accepting a trip offer. For example, if you request an 8 a.m. pick-up, your trip offer may be between 7 and 9 a.m. Meanwhile, your arrival time will vary depending on your trip pick-up time plus the varying amount of time it may take to travel to your destination.

Where and When

To use MTS Access or ADA Suburban Paratransit, you must be ADA certified and be traveling within 3/4 mile of an operating fixed bus route or trolley station.

ADA service parallels the fixed-route service system in your community. As the fixed route goes out of service at various times in the day and evening, so does complementary ADA paratransit service in that area.

Availability of service on any given day or time will depend on the fixed-route service in that area.

Am I Eligible for ADA Paratransit Service?

You may reserve a ride after you have been certified as ADA eligible. There are several eligibility levels of certification for paratranist service.

- **Unrestricted:** Individuals who are never able to board, ride, disembark, or understand the fixed route bus system under all circumstances.
- **Restricted:** Individuals who sometimes are not able to board, ride, disembark or understand the fixed route bus system.
- **Temporary:** Individuals whose disability may improve over time or with treatment.
- **Visitor:** Verified ADA eligible visitors from outside San Diego County and/or individuals with a visible disability. Visitor eligibility lasts for any 12-month period (if you travel to other areas and are certified in San Diego, you can contact the transit authority in that area and request visitor eligibility there).
- **Ineligible:** Individuals who indicate or demonstrate they have the functional ability to board, ride, disembark and understand the fixed route bus system under all circumstances.

Seniors may also request service on a same-day, space-available basis.

An ADA applicant may be considered presumptively eligible for services if we have not responded to their completed application after 21 calendar days.

How Do I Get ADA Certified?

Call 1-877-232-7433 to request a certification application. Or you may go online to www.ADARide.com. The office has 21 days from the date of receipt to process your application. A verification of certification status will be mailed to you. ADA Certification is required before you can make a trip reservation. If 21 days have passed since your submittal of a complete application, you will be given temporary eligibility until a final determination occurs.